WIDEX **SUPER™440**

THE POWER TO HEAR

USER INSTRUCTIONS
THE SUPER™440 SERIES

S4-VSD model
RIC/RITE
Receiver-in-canal/Receiver-in-the-ear

WIDEX®

HIGH DEFINITION HEARING

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SYMBOLS

The following symbols will be used throughout the manual:

WARNING

Messages with this heading indicate serious adverse reactions, potential safety hazards and inadequate performance of device.

CAUTION

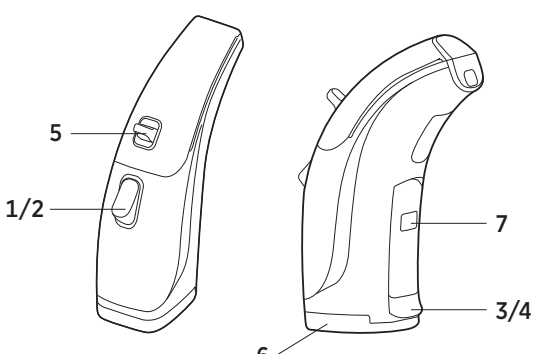
Messages with this heading indicate/include information regarding any special care to be exercised.

Not for general waste.

THE HEARING AID

The illustration below shows the hearing aid without the ear-set. The ear-set consists of an earwire and an ear-tip or earmould, in which the receiver is placed.

1. **Program button**
2. **LED**
3. **On/off switch**
4. **Battery drawer with nail grip**
5. **Volume control** (in standard versions)
6. **Cover plate**
7. **Right/left identification**



NOTE

In addition to these user instructions, a separate user manual is provided describing the various ear-set solutions available for your hearing aid: "Ear-sets for Widex BTE hearing aids".

WARNING

This booklet and the manual "Ear-sets for Widex BTE hearing aids" contain important information and instructions. Read these booklets carefully before you start using the hearing aid.

NOTE

Your hearing aid, ear-set and accessories may not look exactly as illustrated in this booklet. We also reserve the right to make any changes considered necessary.

Intended use

The SUPER™ hearing aids are intended as air conduction amplification devices to be used in everyday listening environments. The SUPER hearing aids may be provided with the Zen program intended to provide a relaxing sound background (i.e. music/noise source) for adults who desire to listen to such a background in quiet.

Indications for use

The devices are indicated for individuals with a range of hearing loss severity from moderate (40 dB HL) to severe-to-profound (120 dB HL) and all hearing loss configurations.

They are to be programmed by licensed hearing care professionals (audiologists, hearing aid specialists, otolaryngologists) who are trained in hearing (re)habilitation.

Description of device

Your SUPER™ hearing aid is used with an ear-set which consists of an earwire and an ear-tip or earmould, in which the receiver is placed. The hearing aid uses a proprietary wireless technology, the WidexLink, to enable communication between the left and the right hearing aids, as well as between the hearing aids and the DEX accessories. Your hearing aid is to be powered by a 675 type battery.

Your hearing aid may be provided with an optional listening program called Zen. It makes musical tones (and sometimes a rushing noise) in the background. These sounds are shaped according to your hearing loss.

⚠ WARNING

With a custom earmould, this hearing aid is capable of producing a sound pressure level exceeding 132 dB SPL.
There may be a risk of damaging your residual hearing.

Acoustic indicators

The hearing aid may be set to produce a signal to indicate the use of certain functions. The signal may be a spoken message or tones. The signal can also be deactivated.

Functions	**Default settings**	**Other settings**
Adjusting volume	**Tone**	Off
Confirming program button use	**Clicking sound**	Off
Changing program	**Tones**	Message/off
Starting up the hearing aid	**Tone**	Message/off
Warning about low battery	**4 tones**	Message/off
Warning about lost partner	**Off**	Message
Service reminder	**Off**	Message

The battery

We recommend **zinc-air batteries.** Use a **size 675** battery for the hearing aid.

To obtain replacement batteries, please consult your hearing care professional. It is important to take note of the expiry date and the recommendations on the battery pack regarding disposal of used batteries. Otherwise there is a risk that the battery life may be reduced.

Inserting the battery

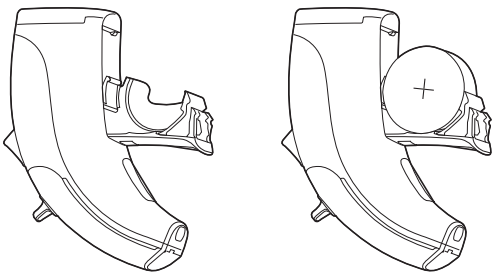
Before inserting a new battery into the hearing aid, remember to remove the adhesive tab. Once the tab has been removed, the battery will start functioning after a few seconds.

CAUTION

Do not use batteries if there is a sticky residue from the tab or other unwanted substance, as this can cause the hearing aid to malfunction.

Use the nail grip to gently swing the battery drawer completely open. Do not press the drawer beyond the open position.

Place the battery in the drawer, so that the plus (+) sign on the battery faces upward. You can use the battery magnet provided to steer the battery into place.



If the battery drawer does not close easily, the battery is incorrectly inserted.

When changing battery, it is a good idea to hold the hearing aid over a table.

The hearing aid may be provided with a battery drawer without a nail grip, which means that you need a tool to open the battery drawer. This type of drawer can be a good choice if the hearing aid is worn by a child. A special tool for opening the drawer will be included with this drawer.

The battery drawer is opened as illustrated.

Low battery indication

An acoustic indicator will sound when the battery is nearly exhausted, unless this function has been disabled (see page 7). We recommend that you always have a spare battery with you.

WARNING

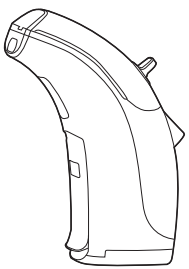
Never leave an exhausted battery in the hearing aid. Exhausted batteries may leak, damaging the hearing aid.

WARNING

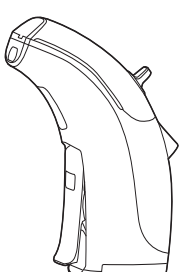
Your hearing aid may stop functioning, for instance if the battery is exhausted. You should be aware of this possibility, in particular when you are in traffic or are otherwise dependent on warning signals.

Turning the hearing aid on and off

The battery drawer of the hearing aid also functions as the on/off switch.

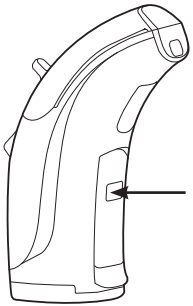


Close the battery drawer completely to turn on the hearing aid. An acoustic indicator will indicate that the hearing aid has been switched on, unless this function has been disabled.



To turn off the hearing aid, open the battery drawer slightly to the first position where a click is felt.

Please remember to turn off the hearing aid when it is not in use. Remove the battery if the hearing aid will not be used for several days.



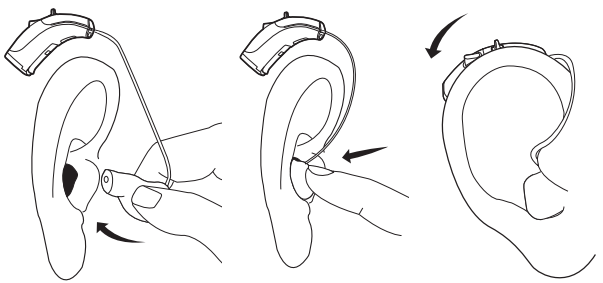
Right/left identification

If you wear hearing aids on both ears, the hearing aids can be provided with coloured marks (red mark = right and blue mark = left).

The arrow shows the position of the identification mark.

Positioning the hearing aid in the ear

Hold the earmould with your thumb and forefinger and slowly guide it into your ear canal until you feel resistance. Let go of the earmould and use the tip of your forefinger to gently push it into your ear until it rests comfortably in your ear canal.



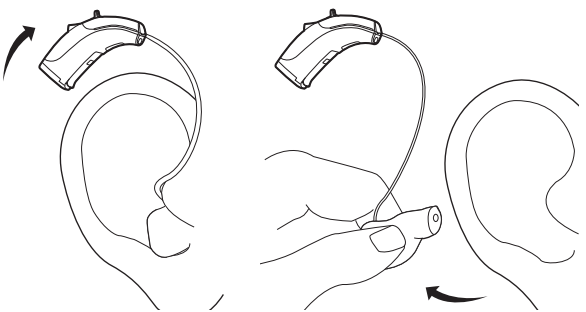
To help position the earmould properly you could pull the outer ear backwards and upwards with the opposite hand.

Place the hearing aid behind the ear, so that the earwire rests comfortably on the ear, close to your head.

The illustrations show an earmould. For further information on ear-tip/earmould types and procedures, see the separate ear-set user manual provided.

Removing the hearing aid

Remove the hearing aid from its position behind the ear.



Hold the earmould with your thumb and forefinger and pull gently.

WARNING

Do not pull the earwire to remove the earmould, as this may damage the earwire.

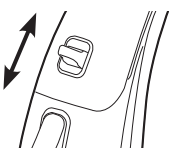
If it is difficult, you can try to move the earmould carefully from side to side. It may also help to pull the outer ear backwards and upwards with the opposite hand.

Volume adjustment

The hearing aid volume is adjusted automatically in accordance with your sound environment.

Manual volume adjustment

Furthermore, your hearing aid is provided with a volume control, shaped like a small lever (unless your hearing care professional has removed it for you).



Push the lever upwards to gradually raise the volume.

Push the lever downwards to gradually lower the volume.

In the default setting, any volume adjustment will affect both hearing aids.

To alter the increments in which the volume is increased or decreased, consult your hearing care professional.

Each time you operate the volume control, you will hear a beep-tone, unless this function has been disabled. When the maximum or minimum adjustment level is reached, a steady tone will sound.

CAUTION

If the volume in the hearing aid is generally too loud or too weak, or the reproduced sounds are distorted, or if you would like any further information, consult your hearing care professional.

To turn off the sound completely:

- Keep pressing the volume control lever downwards after the steady tone has sounded.

To turn the sound on again:

- Press the lever upwards *or*
- Change listening program

Any adjustment of the volume setting will be cancelled when your hearing aid is turned off, or when you change program.

If you wish to have the volume control disabled or removed, please consult your hearing care professional.

Lost partner alarm

(Note: Only applicable if this feature has been activated by your hearing care professional).

If one of your hearing aids falls off your ear, and/or the battery is exhausted, a tone signal and a spoken message will sound two times in the other hearing aid, and a diode will flash on both hearing aids.

When the lost hearing aid is repositioned, and/or the battery is exchanged, the diodes stop flashing.

Listening programs

Your hearing aid may be provided with five of the following programs, plus either the special Zen program called Zen+, or the Phone+ program. Under "Your hearing aid" at the back of this booklet your hearing care professional can list the listening programs that are available in your hearing aid.

Master	Standard
Music	For listening to music
TV	For listening to the TV
Comfort	Attenuates background noise
Reverse focus	Focus on sounds from behind
Audibility Extender	Makes high-frequency sounds audible
Phone	For listening to the telephone

T	In this program you listen via the telecoil (T) and not via the hearing aid microphones (M). The telecoil is used where a loop system is installed. If you activate the telecoil program, you listen to a specific sound source and shut out surrounding sounds.
M+T	In this program you listen via the hearing aid microphones (M) and the telecoil (T).
Zen	Generates different kinds of tones.
Classic	Designed for long-term users of super power hearing aids. Imitates the sound quality of a traditional super power hearing aid.
Compound programs	The Master program in one ear and Zen, Reverse focus, Audibility Extender, T, MT or Phone in the other.
Zen+	Special Zen program with up to three different Zen styles
Phone+	**For phone use only.** Transmits the telephone sound received in one hearing aid to the other hearing aid. **Note that the microphones on the hearing aid to which the sound is transmitted are turned off.**

If your needs change over time, the combination of listening programs can be altered.

CAUTION

When selecting Phone+ as listening program, please remember that there are situations in which it is particularly important to be able to hear the surrounding sounds.

Zen program

Your hearing aid may be provided with a unique optional listening program called Zen. It makes musical tones (and sometimes a rushing noise) in the background. These sounds are shaped according to your hearing loss. The Zen program may be used alone (without amplification) in quiet when you are not required to hear surrounding sounds. Or, it may be used with amplification so both the surrounding sounds and the generated sounds (fractal tones and noise) are heard together.

Benefits

The Zen program may provide a relaxing listening background for some people. When the Zen program is used in a tinnitus management program, its wearer may experience some relief from tinnitus.

Indications for use

The Zen program is intended to provide a relaxing sound background (i.e., music/noise source) for adults who desire to listen to such a background in quiet. It may be used as a sound therapy tool in a tinnitus treatment program that is prescribed by a hearing care professional (audiologists, hearing aid specialists, otolaryngologists) who is trained in tinnitus management.

Directions for use

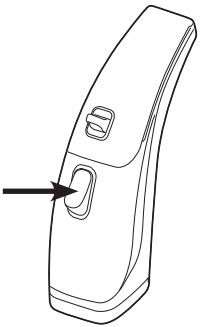
Because of the unique ways in which Zen is programmed in your hearing aid, please follow the recommendations of your hearing care professionals as to how to use the program, when to use the program and/or how long to use the program.

CAUTION

Use of the different Zen programs may interfere with hearing surrounding sounds including speech. The programs should not be used when hearing such sounds is important. Switch the hearing aid to a non-Zen program in those situations.

CAUTION

If you perceive a decrease in loudness, tolerance of sounds, speech not as clear, or worsening tinnitus, contact your hearing care professional.



Switching between the listening programs

Each time you switch to another program, an acoustic indicator will sound unless this function has been disabled.

Program 1: One short beep or message
Program 2: Two short beeps or message
Program 3: Three short beeps or message
Program 4: One long and one short beep or message
Program 5: One long and two short beeps or message
Zen+ or **Phone+**: Tone or message

In the default setting, both your hearing aids will be affected when you change programs.

Zen+

This program is accessed via a long press (more than 1 sec.) on the program button on the hearing aid or RC-DEX remote control. A short press then allows you to cycle through the available Zen styles.

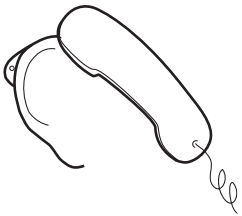
You can exit Zen+ by pressing and holding the program button for more than one second.

Phone+

This program is accessed via a long press (more than 1 sec.) on the program button. Please note that the program cannot be accessed via the RC-DEX.

You can exit Phone+ by pressing and holding the program button for more than one second.

If you wish to have the program button disabled, please consult your hearing care professional.



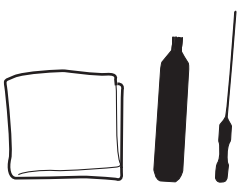
Using a telephone

When using a telephone, we recommend that you hold the telephone against your head at an angle above your ear, rather than directly against the ear. If the sound is not optimal, try moving the telephone earpiece to a slightly different position.

CLEANING

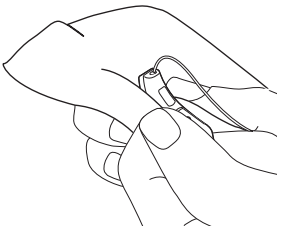
The following cleaning accessories are available for the hearing aid and ear-set.* For cleaning the ear-set, see the user manual “Ear-sets for Widex BTE hearing aids.”

1. **Cloth**
2. **Brush**
3. **Wax removing tool**



Contact your hearing care professional if you need additional supplies of cleaning accessories.

**Selection depends on ear-set type*



Clean the hearing aid with the soft cloth after use.

WARNING
Never use water or cleaning solutions to clean the hearing aid, as this may cause it to malfunction.

When the hearing aid is not in use, keep it in a warm, dry place with the battery drawer open to ventilate the hearing aid and allow it to dry.

Note: If a universal DAI adapter is used, wipe it with the soft cloth after use.

ACCESSORIES

A variety of assistive listening devices are available for your hearing aid.

RC-DEX	remote control
TV-DEX	for listening to TV and audio
M-DEX	for mobile phone applications and remote control
PHONE-DEX	for easy landline use*
T-DEX	for connecting hearing aids to mobile phones using a telecoil
SCOLA FLEX-i	integrated FM receiver
DAI adapter	for connection of devices with three-pin Europlug

** Available in some countries only*

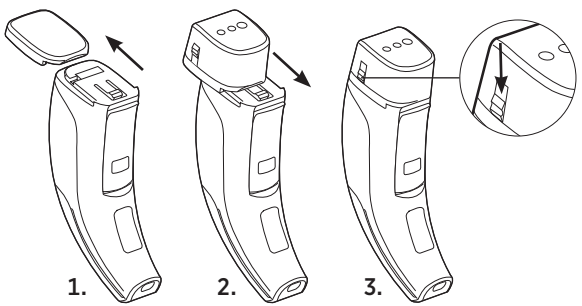
Direct audio input

The hearing aid can be furnished with a universal DAI adapter. This allows direct connection to different kinds of accessories (FM and CROS/Bi-CROS systems), as well as external audio equipment (radio, TV, etc.).

On the form on page 29, your hearing care professional can mark the audio programs you have access to and where they are located.

Attaching the universal DAI adapter:

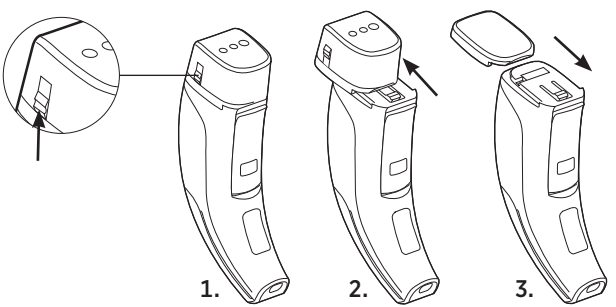
1. Use the tip of your finger to slide off the cover plate at the bottom of the hearing aid.
2. Slide the DAI adapter onto the hearing aid until it clicks into place.
3. Lock it into place by sliding the locking button downwards, as illustrated.



A compatible device with a three-pin Europlug can now be attached.

Removing the universal DAI adapter:
Remove the three-pin Europlug device attached to the DAI adapter

1. Unlock the DAI adapter by sliding the locking button upwards, as illustrated.
2. Slide the DAI adapter off the hearing aid.
3. Slide the cover plate on.



For more information on the use of audio input consult your hearing care professional.

Program order		
	DAI	M-DAI
1	☐	☐
2	☐	☐
3	☐	☐
4	☐	☐
5	☐	☐

WARNING

If the hearing aid is connected to equipment which is connected to the electrical mains, this equipment must comply with IEC 60065, IEC 60950-1, IEC 60601-1 or equivalent safety standards.

Do not connect the hearing aid to sockets that are labelled with one or more of the following symbols:

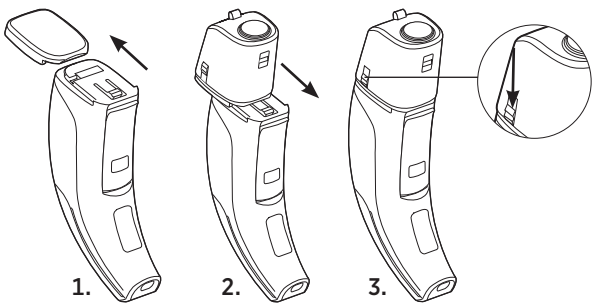
FM systems

The Widex FM system, SCOLA, consists of a wireless microphone and a receiver integrated in an FM shoe. The Widex receiver suitable for your hearing aid is called SCOLA FLEX-i.

The system can be set according to your needs.

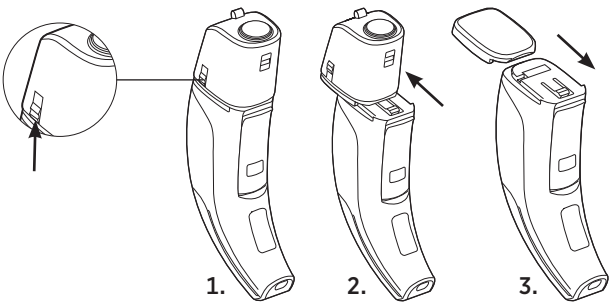
Attaching the SCOLA FLEX-i:

1. Use the tip of your finger to slide the cover plate at the bottom of the hearing aid off.
2. Slide the SCOLA FLEX-i onto the hearing aid until it clicks into place.
3. Lock it into place by sliding the locking button downwards, as illustrated.



Removing the SCOLA FLEX-i:

1. Unlock the SCOLA FLEX-i by sliding the locking button upwards, as illustrated.
2. Slide the SCOLA FLEX-i off the hearing aid.
3. Slide the cover plate on.



For more information on the SCOLA FM system, consult the SCOLA™ FM system and the SCOLA FLEX/SCOLA FLEX-i user instructions.

For help in determining whether you could benefit from a remote control or other accessories, please consult your hearing care professional.

IN CASE OF MALFUNCTION

Problem	Possible cause	Solution
The hearing aid is completely silent	The hearing aid is not turned on	Make sure the battery drawer is completely closed
	The battery does not work	Insert a new battery in the hearing aid
The hearing aid volume is not powerful enough	Your ear is blocked by earwax	Contact your ENT doctor/physician
	Your hearing may have changed	Contact your hearing care professional
	The earwire is not properly connected to the hearing aid	Check that the earwire connector in the hearing aid is completely inserted
The hearing aid whistles continuously	Your ear is blocked by earwax	Contact your ENT doctor/physician
Your two hearing aids are not working in synchrony	The connection between the hearing aids is lost	Turn the hearing aids off and on again
The hearing aids do not respond with a corresponding change in volume or program to the DEX	a. The DEX is used beyond the transmission range b. Strong electromagnetic interference in the vicinity c. The DEX and the SUPER hearing aids are not matched	a. Move the DEX closer to the SUPER hearing aids b. Move away from known source of EM interference c. Check with hearing care professional to make sure DEX is matched with SUPER hearing aids

Problem	Possible cause	Solution
You hear "interrupted" speech (on and off) from the hearing aids or no speech (muted) from the transmitting ear	a. The battery in one of the hearing aids has expired b. Strong electromagnetic interference in the vicinity	a. Replace battery in one or both hearing aids b. Move away from known sources of interference
No sound from the FM system when using a DAI adapter	Defective or dirty contact points	Contact your hearing care professional

Note: This information covers only the hearing aid. See the "Ear-sets for Widex BTE hearing aids" user manual for information specific to your ear-set and the SCOLA FM system manual for information on your SCOLA devices.

If the problems persist, contact your hearing care professional for assistance.

CARING FOR YOUR HEARING AID

The hearing aid is a valuable object and should be treated with care. Here are some things you can do to prolong the life of your hearing aid:

⚠ CAUTION

- Turn off your hearing aid when it is not in use. Remove the battery if the hearing aid will not be used for several days.
- When the hearing aid is not in use, keep it in its case in a dry location out of reach of children and pets.
- Do not expose the hearing aid to extreme temperatures or high humidity. Make sure to dry the hearing aid thoroughly after heavy perspiration such as that which may occur during intense physical activity, e.g. playing sports.
- Avoid dropping your hearing aid – perform cleaning and battery changes while holding the hearing aid above a soft surface.
- Do not wear your hearing aid while in the shower or swimming, or when using a hair dryer, perfume, hair and body sprays or gels such as suntanning lotions or creams.
- In environments with high humidity, a drying kit may be used daily to reduce the amount of moisture inside the hearing aid. See the instructions enclosed with the drying kit.

WARNINGS

WARNING

Hearing aids and batteries can be dangerous if swallowed or used improperly. Swallowing or improper use can result in severe injury or even fatalities. In case of ingestion, contact a physician immediately.

- Keep hearing aids and their parts, accessories and batteries out of reach of children and anyone else who might swallow such items or otherwise cause injury to themselves. Do not change batteries in front of them and do not let them see where you keep your battery supply. Discard used batteries carefully.
- Batteries are very small and can easily be mistaken for pills or the like. Never put a battery or hearing aid in your mouth for any reason as you may risk swallowing it.

WARNING

- Risk of explosion if battery is replaced by an incorrect type or recharged. Dispose of used batteries according to the instructions on the battery pack.
- Never allow others to wear your hearing aid, as this could cause permanent damage to their hearing.
- When selecting a listening program, please remember that there are situations in which it is particularly important to be able to hear the surrounding sounds (e.g. traffic, warning signals).
- The hearing aid is made of modern non-allergenic materials. Nonetheless, in rare cases skin irritation may occur. If you notice skin irritation in or around your ear or ear canal, contact your hearing care professional.
- Please note that when using any type of hearing aid, you must allow regular ventilation of the ear. If the ear is not adequately ventilated, there may be a slightly increased risk of infection or disease in the ear canal. We therefore recommend that you remove the hearing aid and ear-set from your ear when you go to bed, to allow the ear canal to be ventilated. If possible, you should also remove your hearing aid and ear-set during the day if there are any periods when you do not need them. Make sure that you clean and inspect your hearing aid and ear-set as required. If an ear infection or disease occurs, you should seek medical attention and contact your hearing care professional for advice on how to disinfect the various hearing aid parts. Do not under any circumstances use alcohol, chlorine or similar substances for this purpose.
- Regular use of a de-humidifier is recommended to help avoid malfunction of the hearing aid.
- Do not use Widex hearing aids in mines or other areas with explosive gases.

WARNING

- **Do not wear your hearing aid during radiation, X-rays, MRIs, CT or other medical treatments and scans.** The emissions from these procedures as well as from other types of radiation, such as that in a microwave oven, can damage your hearing aid. Radiation from, for example, room surveillance equipment, burglar alarms and mobile phones is weaker and will not damage the hearing aid but may create audible interference.

CAUTION

- Your hearing aid has been tested for interference according to international standards. Nevertheless, it is possible that unforeseen interference may occur in the hearing aid due to electromagnetic radiation from other products such as alarm systems, room surveillance equipment and mobile phones.
- Although your hearing aid has been designed to comply with the most stringent international electromagnetic compatibility standards, the possibility cannot be excluded that it may cause interference with other equipment, such as medical devices.
- Never try to open or repair the hearing aid yourself.

ADVICE

NOTE

- The hearing aid will not restore normal hearing and will not prevent or improve a hearing loss resulting from organic conditions. However, the hearing aid can help you to make the best possible use of your remaining hearing ability. You should also bear in mind that it can take time to get used to a new hearing aid and new sounds.
- In most cases, using the hearing aid infrequently will not permit you to gain full benefit from it.
- The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.
- The use of hearing aids increases the risk of accumulation of earwax. Contact your physician/ENT doctor if you suspect that a plug of earwax has accumulated in your ear. Earwax may not only reduce your own hearing but also the effect of the hearing aid considerably. It is a good idea to ask your physician to clean your ears a couple of times a year.

REGULATORY INFORMATION

FCC ID: TTY-S4VSD
IC: 5676B-S4VSD

Federal Communications Commission Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

— Reorient or relocate the receiving antenna.

— Increase the separation between the equipment and receiver.

— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

— Consult the dealer or an experienced radio/TV technician for help.

NOTE:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Changes or modifications to the equipment not expressly approved by Widex could void the user's authority to operate the equipment.

Industry Canada Statement /
Déclaration d'industrie Canada

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada.

Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) l'appareil ne doit pas produire de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CE 0459

Hereby, Widex A/S declares that this S4-VSD is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

A copy of the Declaration of Conformity can be found at: http://www.widex.com

N26346

Hearing aids, accessories and batteries should not be disposed of with normal household waste. Please consult your national Widex distributor for advice on how to dispose of these items.

YOUR HEARING AID

(To be filled out by the hearing care professional)

Date: _____

Battery size: 675

Programs available in your hearing aid:

Program 1:
Program 2:
Program 3:
Program 4:
Program 5:
Special program:

Programs available in your hearing aid:

Program 1:
Program 2:
Program 3:
Program 4:
Program 5:
Special program:

CE 0459

Manufacturer
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Denmark • www.widex.com

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